

**Bridge global
experience
with local
execution.**

Culinary Connections

Program Overview

Equip your team with essential skills across **customer service**, **teamwork**, **marketing**, and **cultural authenticity**. Designed for both front- and back-of-house staff, this three-month program combines practical skills with the art of creating exceptional dining experiences.

Learning Outcomes

By the end of the program, participants will be able to:

1. **Master** customer service, conflict resolution, and feedback
2. **Strengthen** teamwork and efficiency across all roles
3. **Apply** effective marketing from the table to social media
4. **Embody** your unique culture and dining experience

Program Details

Core Workshops

Interpersonal Foundations

Asynchronous Learning

Personal Growth

- Workshop summaries, instructor office hours, supplemental reading list
- Practical applications, exercises and case studies of real-world scenarios

Service Excellence

Half-Day Session

- Customer service and feedback management
- Resolving conflicts with grace
- Personalizing guest experiences to foster loyalty

Team Dynamics

Half-Day Session

- Building synergies between front- and back-of-house
- Role-specific teamwork strategies
- Communication skills for a collaborative environment

Marketing at Every Level

Half-Day Session

- Techniques for upselling and cross-selling
- Using social media for visibility and engagement
- Creating compelling promotions and events

Cultural Ambassadorship

Half-Day Session

- Embracing and conveying your culture and ethos
- Integrating cultural elements into menu and service
- Storytelling techniques to build brand identity

Reinforcement Workshops

Engagement Essentials





What Are You Waiting For?

Make every meal an unforgettable experience.

Contact OEG today.



Practical workshops, live demonstrations, and role-play scenarios that boost both individual and team performance



Location

Online via OEG's eCampus
In-person at OEG's Productivity Hub



Participants

Minimum of 6 participants



Duration

2-4 live sessions over three months
1-3 hours per week online



Resources

Personalized leadership coaching
available during the program



Cost

\$8,000 per participant (Fully grant eligible)



Certification

OEG Certificate of Completion and
LinkedIn badge



Unlock Your Team's Potential

Employers need the right mix of skills to maximize productivity and profitability.

We're here to make that happen.



**Target Skills Based on Today's Job Market Data,
Not Yesterday's Trends**



Social Media for SMEs

Develop capable leaders who influence, innovate, and inspire.



Modern Workplace Culture

Transform your social media from routine postings to strategic engagements.



AI for Everyone

Don't get left behind in an increasingly AI-driven business environment.

Transform Your Workforce

Knowing that talent and skills are important is one thing.
Knowing what to do and how to go about it is another.
We provide the guidance and resources you need.

**Start with one of our core programs
(fully-funded for small businesses)**